

HRC NEWS & VIEWS

Volume 8, Issue 8

AUGUST 2012

EMPLOYEE OF THE QUARTER



The Employee Recognition Committee awarded Tracy Polage the Employee of the Quarter Award for July, August, September 2012. Congratulations, Tracy!

The following comments

were provided by his peer on the nomination form: Tracy used himself so effectively to create and sustain a meaningful therapeutic relationship with a youth who struggled with many issues. Tracy was consistently hopeful and encouraging when the youth didn't know if and when he would have a place to live after treatment. Tracy built up the youth's strengths. Both the youth and I identified Tracy as the main person who helped him the most by, as the youth said, "Telling me like it is. He was always there for me and

taught me how I could feel better about myself when I had goals, and accomplished some when I was here." It was very clear to this employee that Tracy really cared for and about this unique young man, and genuinely wanted to help him grow and mature. Tracy is an outstanding team player. He consistently communicated about the youth's struggles and successes. He shared his creative ideas and implemented them effectively.

Keep up the good work, Tracy!

HRC SHINES AGAIN BY MARJ COLBURN

DHHS Licensure Unit Complaint Investigators arrived on the HRC campus at 10:00 am on Wednesday, July 18th. They were investigating three self-reported incidents between youth.

The investigation was sparked by one youth being involved in all three incidents.

For two days, interviews of staff and youth were conducted related to the three incidents. Camera

footage was reviewed as available. A review of all the incident reports and internal investigations was completed.

During their Exit Inter-

(Continued on page 4)

AUGUST is

Golf Month

Happiness Happens Month

National Water Quality Month

What Will Be Your Legacy Month

Simplify Your Life Week: 1-7

National Resurrect Romance Week: 5-11

Exercise With Your Child Week: 6-12

Sturgis Rally: 6-12

Be Kind to Humankind Week: 25-31

National Safe at Home Week: 27-31

1st Respect for Parents Day

3rd Watermelon Day

4th Chocolate Chip Day

5th Friendship Day

5th National Kids' Day

7th Purple Heart Day

8th Happiness Happens Day

Sneak Some Zucchini Onto Your Neighbor's Porch Night

11th — 12th Kool-Aid Days

12th International Youth Day

15th Best Friends Day

19th World Humanitarian Day

21st Senior Citizen's Day

26th National Dog Day

28th Race Your Mouse Around the Icons Day

Crackers Over The Keyboard Day

THE LATEST WORD BY MARJ COLBURN

Scot Adams was on the HRC campus August 2nd to meet with staff and talk about the future of HRC. He began his discussion talking about Bill Gibson's recent surgeries and recovery/rehab. We all wish Bill well and hope to see him back up to speed again soon.

Scot's main message for staff was that HRC is not closing. Dr. Judson, Scot Adams and I developed a White Paper that was submitted to the Governor for consideration that outlined nine different options for the HJCDP program.

After reviewing those options, the Governor's recommendation was that HRC be redesigned as NRC was - a single building with all services and utilities self-contained. Buildings not used by NRC are slowly being razed.

An architect, Al Povondra, has been hired to look at Building #3 and develop a cost estimate of making significant revisions to the building to keep it operational. The preliminary report of cost is needed by mid-August, and a more detailed version will be required by early November. Mr. Povondra is familiar with HRC as he was responsible for the architectural plans developed for the proposed new facility of the past.

DAS has been charged with determining the cost of razing the build-

ings that are not in use on the campus. They will also be working with Mr. Povondra related to costs of renovations to Building #3.

The program will be a 24-bed program for male youth only coming from YRTC-Kearney and from the community.

HRC has been prudent in keeping staffing ratios consistent with the number of youth we have had in the program over recent months. We are not far off from the appropriate number of front line staff needed to maintain ratios with a 24-bed program.

A staffing plan is being developed that will address all services in one building and meeting the needs of the program. As some positions are vacated by employees leaving, there will be serious discussion as to whether those positions need to be refilled. Every effort will be made to reduce staff size through attrition in the program.

The plan includes moving the Kitchen into Building #3, most likely into the area currently the South Dining Room. Mindy will be working with other staff and the architect to make this as efficient as possible.

This is our opportunity to look at what we want Building #3 to look like, how we want it organized, and to think outside the box on some things we could do differently.

I will be organizing discussion groups to talk about the design of units, opportunities to improve safety and efficiency within the building, and how we want to use the outdoor resources we will have available to us. I'm sure none of us will get everything we want, but we want to all be on the same page. I don't want all of us working towards creating the perfect "elephant" only to find out that we are ending up with an "octopus". There will be LOTS of communication and opportunities for everyone to have a say in what we are doing.

As Scot cautioned us, this is the plan **today**. There will be lots of bumps in the road, and depending on regulations, legislative actions and a host of other things, the direction of what we are doing and where we are going may change through no fault of our own.

This is really GOOD NEWS for HRC. We have always known we have a top notch program (reflected in the comments of surveyors and investigators). We are going to take this opportunity to make HRC even better - for youth and for the staff.

Put your thinking caps on!!!!!!!!!!

REMINDER: Fresh produce in the PVC Kitchen any time!

CHARITABLE GIVING CAMPAIGN BY NANCY HORSHAM

The Charitable Giving Campaign is in full swing. You should have received your pledge card last week. If you did not get one, please let me know, and I will send one to you. Please return your pledge card to

me whether you contribute or not.

Also, there will be a donation bucket set up at the Switchboard, Kitchen, and in my office for any change you would like to donate. This will be going on through the end of the

campaign which is August 31. Please consider giving any loose change you may have in your pocket or purse as I know this will be greatly appreciated.

ACCREDITATION SURVEY BY MARJ COLBURN

DHHS Licensure Unit investigators arrived unannounced on the HRC campus on Monday, August 6th for a three-day survey of HRC compliance with the Psychiatric Residential Treatment Facility (PRTF) standards. Findings from that survey were:

- * Of the eight sample records, one client restraint contained no order from a practitioner for the restraint.

- * Orders for restraint must be received by a RN or other licensed staff immediately after the situation is handled or before. Two of eight client orders had not been received while the intervention occurred or

immediately after. A 15-minute window was determined by the Surveyors to be appropriate.

- * In one out of eight records, the physician order was missing the date/time for reviewing the documentation.

- * A physician or other practitioner must sign orders as soon as possible. Four of eight samples failed to have the physician sign the order as soon as possible. One was not signed at all. One was 31 days late. Others were 16 days late.

- * The physician or other practition-

er trained in safety evaluation must evaluate the client immediately after restraint is removed. All eight records were found that the face-to-face assessment was not completed immediately.

- * The Physical Intervention Reporting/Debriefing/Health Check Form does not have a place indicating who attended client debriefing or if anyone was excused from attending.

We will be working to address these deficiencies and completing a Plan of Action for each one.

PROUD TO BE A NEBRASKAN BY JEAN LUTHER

At the Disaster Preparedness Symposia in Kearney, hosted by UNMC and Creighton University, the presenters discussed the Amtrak derailment at Benkelman, Nebraska during August, 2011 in southwest Nebraska near the Kansas and Colorado borders. Although the intent of the presentation was to discuss how the small community handled the disaster and set up an Incident Command, it was the reactions and response of the rural population that made me proud to be a Nebraskan and proud of our values.

The site of the derailment was near an elevator, looking like it was in the middle of nowhere - flat land as far as the eye could see with no other buildings in sight. There were 175 passengers and 17 crew members on the train, many of whom were sleeping or eating breakfast at the time of the derailment. A passenger from California was quoted as saying "It's going to be a long, long time before anyone is going to make it out here to get us."

But this was rural Nebraska where the slightest change in people's habits is noticed by everyone and conveyed to everyone. The crane operator involved in the incident notified authorities and vehicles started speeding to the scene, sirens sounded in small towns in the surrounding area and hospitals started getting ready to accept the injured. Surgeons were even put on standby in North Platte.

Help was there in EIGHT minutes. And it wasn't just emergency responders arriving on scene. Ranchers and farmers arrived with pickups and four-wheelers. People stopped working and missed a day of work to help; businesses, individuals and cafes donated seven pickup loads of food and four loads of water. Toys were brought in for the kids. Eventually there were more responders there than passengers and crew on the train. The Emergency Management System Captain was quoted as saying: "Everyone was so kind. If this had happened where I was from, they would have robbed us blind."

The Dundy County School sent buses to transport the passengers to the school gym. They gave them the use of phones and the internet so they could contact family. People from the community set up a food line and served food. The farmers moved luggage from the train to four-wheelers, loading them into the back of pickups and taking them to the school.

This is the Nebraska value of volunteering, pitching in and helping people. Several passengers from the train sent notes of thanks to the community. Following are some of the comments:

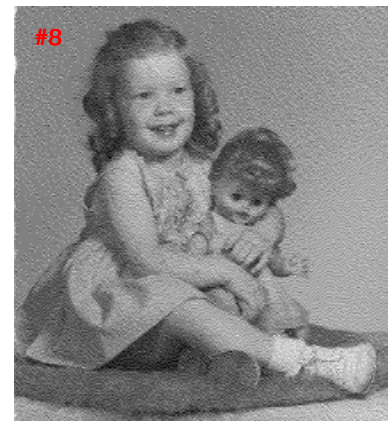
"Living in the Heartland, you are truly the heart of America. The hospitality and the outpouring of support for our plight should shine as a beacon of the American Kindred Spirit across our great land."

"You know what I am taking away from this whole experience? Not the wreck, not how bad it could have been, but how amazing the response from the people of this area has been. Look around, these people are all volunteers. It brings tears to my eyes just to talk about it, to think about how kind everyone has been, so caring and gracious."

PROUD TO BE A NEBRASKANI!

SCHOOL DAYS

Can you identify these employees from their younger days in school? Send your guesses, including the numbered picture and name, to Corinne by August 24th. A prize will be awarded!



HRC SHINES AGAIN BY MARJ COLBURN

(Continued from page 1)

view, the Surveyors commented that they could not have asked for more well-organized, complete, and thorough documentation of everything they were looking for during their investigation. They felt there was a complete investigation done on every incident they reviewed.

The surveyors could not find any deficiencies with the situations they reviewed, and found HRC in full compliance with regulations. A formal written report will be coming to HRC.

Marnie and Grant have really worked with the Documentation PIGroup to make HRC medical record documentation better, and it really is paying off. Thanks to both of them for the time and effort they

have put into being sure we are documenting active treatment and appropriate interactions with the youth. Thanks to staff for making changes in how they are documenting to meet the needs of the program and the youth.

Grant, as Compliance Specialist, has really stepped up the investigation process and makes sure issues are addressed and camera footage is reviewed as appropriate. Heather works to make sure all the paperwork that goes along with each incident is produced. The training that Heather and Grant provide to address specific incidents is a great example of staying on top of the business we do and making it better. Their combined "package" of material creates a trail that goes from start to finish with no room for questions to be asked about what

was done to correct a situation.

It takes a village to raise a child. It takes all of us working together to hear those very positive words come from an investigator's lips. Thanks to everyone who goes that extra mile, steps outside of their comfort zone and makes a personal investment to be a part of the bigger picture that makes the program better and better, and ends up giving us bragging rights for our great program!



NEWS FROM HUMAN RESOURCES BY CAROLYN BROWN

This year's Charitable Giving Campaign will begin on August 6, 2012 and run through August 31, 2012. Just a reminder to you, we are paid bi-weekly so be sure to mark 24 periods/biweekly on your pledge card for this campaign.

Most of you received your raises in your checks with a paydate of July 25th. If you worked weekends, you received your raise for one day with a paydate of July 11th. We

encourage each of you to check your paycheck stubs and make sure your benefits were all as you wanted them for this next year. If you have a question regarding your benefits and elections, be sure to contact Christine Silvey at 402-471-4629 or send her an email at christine.silvey@nebraska.gov with your questions.

The Human Resource office is proud to announce that LaDene

Madson was selected as the Supervisor/Manager of the year for Operations. She is very deserving of this honor. She works very hard to make sure that this office runs as efficiently as it can. She stays on top of the recruitments, disciplines, communications and so many other tasks that are too numerous to mention. Congratulations to LaDene for this awesome honor!

CONGRATULATIONS TO MICKI & CHRIS M. ON REACHING THEIR WEIGHT LOSS GOALS!

HOUSEKEEPING UPDATE BY MARY ANN KOCH & CHERI DELAY

It's August and the "Dog Days of Summer" have definitely lived up to their reputation this year – it seems like it has been August for months already. We finally got the west dining room scrubbed and waxed which was a huge project. There

was a lot of planning and so much support! It was a four-day project and could not have been completed without a lot of help and cooperation. We had the support of Dietary staff, Heather and her troops, and most of all – the boys – who

ended up with two sack lunches in one day. A BIG THANK YOU TO ALL!! Now we see how much our other halls need an overhaul. Think we will wait for cooler weather. Have a great month!

NEWS FROM THE KITCHEN BY MINDY BLAIR

An apple a day keeps the doctor away! The 2nd week in August is National Apple week and there are many ways to incorporate apples into your diet. Simply eat an apple raw or slice and eat it with peanut butter. If you're going kid-friendly, try taking two slices of an apple with peanut butter on one side of each slice and place marshmallows in between. You have a great apple smile for your kids to enjoy! Have

you ever thought of making homemade applesauce? Well, here's a quick and easy recipe.

Homemade Applesauce

Ingredients:

- ~ 1 quart Apples (peeled & sliced)
- ~ 1 cup Water
- ~ ½ cup Sugar
- ~ 1 tsp Lemon Juice
- ~ Cinnamon (optional)



Preparation:

Put all the ingredients in a sauce pan and cook until tender, about 20 minutes. Mash the mixture using a potato masher or an electric mixer until it is smooth. Put the applesauce in an airtight container and place in the refrigerator to cool. Once cool, top with a little cinnamon if you like, and enjoy a bowl of fresh applesauce.

MAINTENANCE NEWS BY CHERI DELAY

An office for the new doctor in Building 3 has been renovated with new carpet, paint and an entry door. The units also will be getting some touch-up painting. The little rain we have received has helped with the watering project, but

maintenance staff continue to have the sprinklers going as much as possible in an attempt to keep our grass alive. The tree removal contractor has completed cutting down the trees and will remove the few piles of logs that still remain on cam-

pus. They did an excellent job and knew what they were doing as was evidenced by their removal of one very large and very old tree in front of Building 4.

BEDBUG UPDATE BY JEAN LUTHER

I recently attended a class on bed bugs given by UNL Extension Educator, Barbara Ogg, PhD. The information was very similar to the material and quiz for staff earlier this year. It was reassuring to know that our present policy and procedures are appropriate for our facility. We will continue to be observant for signs and symptoms of these pests and report any findings.

Since bed bugs carry no known diseases we don't need to panic if they are found but we do need to be vigilant and eradicate them. At home we should be looking at the

mattresses and do thorough vacuuming in the bedrooms. The lethal temperatures for adult bed bugs is 120 degrees and for eggs 130 degrees. These temperatures can be reached in clothes dryer for 30 minutes (or a hot car in this summer heat). She also suggested having specially made mattress encasements or plastic disc interceptors with talcum powder placed under each foot on the bed. The bed should be away from the wall and a simple metal frame.

When questioned about the possibility of transporting bed bugs in

your luggage, she said she personally does not check the hotel room or bed anymore. She stores all luggage in the garage and it does not enter her house. She packs and unpacks the items in the garage. Clothing items are placed in a plastic bag when taken out of the luggage and placed directly into the washer if needed and then the dryer for 30 minutes at a temperature of at least 130 degrees. She also suggested packing in duffel bags which can go through the washer and dryer.

WATER CONSERVATION ON CAMPUS BY JEAN LUTHER

On Thursday, July 12th, staff were notified by email and the paging system to hold water usage to a minimum as the reservoir needed to be emptied and the water available was limited to the water remaining in the stand pipe and system. Staff were still able to use water for normal activities, but outdoor watering and other activities using large amounts of water were temporarily halted. These measures were put into place because of an incident at the water reservoir for the facility which is located near the power plant building.

The reservoir is checked periodically for tampering and water level by Jerry Dierfeldt, Senior Stationary

Engineer. The reservoir was checked on Friday, July 6th, and then again on July 12th. During the inspection, it was noticed that the loop on the cover had been sawn through and the padlock was missing. Jerry immediately contacted Gary Peisiger, Maintenance Supervisor, and Ralph Naber, Nebraska Water Supply Specialist with the DHHS Office of Drinking Water and Environmental Health, to inform them of the situation and request further instructions. Mr. Naber instructed Jerry to drain the reservoir, observe for anything suspicious, disinfect the reservoir and refill.

Gary Peisiger, Maintenance Supervisor, contacted Jean Luther, Safety

Coordinator, at approximately 8:15 am to inform her of the situation and to put any emergency plans into operation. Jean informed Marj Colburn, Facility Operating Officer, the Hastings Police Department, and the Nebraska State Patrol.

The reservoir was drained, checked and disinfected by 1:30 p.m. Refilling began and was completed by 6:20 p.m.

Thank you to Gary and Jerry for the work you do behind the scenes to keep the facility running smoothly and inconveniences to a minimum.

MINDFULNESS BY MARY LOU HABERMAN

Another definition of mindfulness is: voluntarily bringing back your wandering mind over and over. Paying attention to your **breath** is a very effective place to bring your "wandering mind" back to.

This will be the last of the mindfulness tips shared by Mary Lou. Thank you, Mary Lou, for your contributions!

NEW GRANDDAUGHTER!



Hope Marie Warford was born on July 9, 2012, weighing in at 5 lbs., 7 oz. Parents are Nicole and Chris Warford. Proud Grandparents are Sandra and Harmon Warford and Sue Beck and Tom P.



KOOL-AID DAYS 2012

Sherry Block, Activity Supervisor, has connections! Prior to the Kool-Aid Days celebration this past weekend in Hastings, Sherry was able to make arrangements for Kool-Aid man to make an appearance at the Regional Center on Friday, August 10th. Kool-Aid man made time with the youth in the Hastings Juvenile Chemical Dependency Program to have their photo taken before heading out to the festivities. Youth in the program assisted the Kool-Aid celebration by folding commemorative t-shirts and unloading various supply trucks in downtown Hastings as part of their Community Service projects. Employees and youth recognized Kool-Aid Days with a cold glass of Kool-Aid and a cookie provided by the N&V Editorial Board members.

Two Of The Greatest Qualities Of Life

1. Patience
2. Wisdom



TRIVIA WINNER!

Congratulations to Carolyn Johnson winner of the July Trivia game! Keep on playing. You never know what you could win.

GORGEOUS GRANDMA'S DAY

The following photos were captured in recognition of Gorgeous Grandma's Day which is recognized on July 23rd. The number following the name indicates the number of grandchildren the employee has.



Nancy K.—2; Nancy H.—4; Cheri —3; Ruth—13; Pam—2; Sherry—4



Kay— 2; Micki—1; Jane—2¼; Kathy— 7; Jean—11 ¾; Carolyn—4; Carmen—2; Donna—3; Connie—13



LaDene—2; Carolyn— 5; Charlene—3 ¾



Chris— 4



Dolores— 8; Marsha— 8; Shelly—3



Pat— 5 ½; Kay— 5; Lynne—2

YOU'RE A WINNER!

- Thank you to my Nutrition Services staff for the surprise pizza party and card for my birthday! *Mindy Blair*
- Thanks to Marnie, Grant, Heather, the YSS team and everyone else who has worked so hard to get incident reports completed timely and accurately, assisted with detailed investigations, and provided training to be sure all of our bases are covered when we have significant incidents. Your hard work was appreciated during the recent DHHS Licensure Unit complaint investigation when there were no deficiencies found. The surveyors were EXTREMELY impressed with the

documentation we were able to provide them with to close out their investigation. Thank you all! *Marj Colburn*

- HRC appreciates LRC's willingness to share Dr. Klaus Hartmann. Thank you! *Marj Colburn*
- Dr. Wyse provided medical services and leadership to HRC for 10 plus years! *Marj Colburn*
- The Build Your Own Sandwich Buffet was a great idea, Dr. Judson! It was a huge success due to the participation of employees. A special thanks to those who helped with the planning, setup and cleanup! *Corinne Jensen*

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AA/EOE/ADA